Learning Paths by Persona

Author: Training and Certification
System Administrator Learning Path
System Administrator Learning Path

- ServiceNow Fundamentals (ILT or On Demand)
- CSA Voucher
- System Administration Advanced (ILT or On Demand)
- Subscription Management Overview (On Demand)
- Automated Test Framework (ATF) Essentials (On Demand)
- ServiceNow Upgrade Essentials (On Demand)
  - Upgrade Center Overview
  - Upgrade Skipped Records
  - Using Debug Upgrade
- Introduction to ServiceNow HealthScan and Instance Scan (On Demand)
- System Administrator

Additional Acronyms
ILT: Instructor-led Training
CSA: Certified System Administrator

Additional Recommended
- CSA Test Prep (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Now Support Administrator
- Performance Analytics Essentials (On Demand)
- Scripting in ServiceNow Fundamentals (ILT or On Demand)
- Application Development Fundamentals (ILT or On Demand)

** Fundamentals and implementation classes as products are activated in your instance.
Process and Platform Owner Learning Path
Process and Platform Owner Learning Path

- **Process & Platform Owner**
  - ServiceNow Fundamentals (ILT or On Demand)
  - CSA Voucher
  - Now Create
  - Product Line Fundamentals
    - IT Service Management (ITSM)
    - Human Resources (HR)
    - Customer Service Management (CSM)
  - Performance Analytics Essentials

**Additional Recommended**
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Responsive Dashboards

**Additional Acronyms**
- ILT: Instructor-led Training
- CSA: Certified System Administrator
Implementer Learning Paths
Implementer Learning Path

Now Platform

Select Product Line

Now Platform
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- SPM

App Engine
- Application Development Fundamentals (ILT or On Demand)
  CAD Voucher
- Automated Test Framework (ATF) Essentials (On Demand)
- Integration Hub Essentials (On Demand)

Implementation Hub

Service Provider
- Service Provider Implementer (On Demand)
- Scripting in ServiceNow Fundamentals (ILT or On Demand)

Service Provider Implementation (ILT or On Demand)

Project Manager

Additional Recommended
- CAD Test Prep (On Demand)
- Mobile Development Essentials (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (ILT or On Demand)
- Service Portal Advanced (ILT or On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)

Additional Recommended Certifications
- CIS-CSM
- CIS-ITSM
- CIS-ITOM
- CIS-Disco (ITOM)
- CIS-EM (ITOM)
- CIS-SM (ITOM)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
- CAD: Certified Application Developer
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

Get Started with Get Create (On Demand)

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Implementer Certification

Business Continuity Management (BCM)

*Mainline certification questions are sourced from all courses between the product line selection and the exam*

**Additional Acronyms**
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

**Additional Recommended:**
- Link to Courses
- Industry Certifications
  - ABCP/CBCP/MBCP (DRII), CBCI/MBCI (BCI)
Implementer Learning Path

Customer Service Management (CSM)

Select Product Line
- Now Platform
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- SPM

- ServiceNow Fundamentals (ILT or On Demand)
- ServiceNow Platform Implementation (ILT or On Demand)

Additional Acronyms
- BPC: Business Process Consultants
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

Additional Recommended:
- Link to all recommended courses

Mainline certification questions are sourced from all courses between the product line selection and the exam.

* Ongoing Delta testing

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**Implementer Learning Path**

**DevOps Change Velocity**

- **Select Product Line**
  - Now Platform
  - BCM
  - CSM
  - Flow Designer Fundamentals (On Demand)
  - DevOps Fundamentals (On Demand)
  - ITSM Fundamentals (2-day ILT or On Demand)
  - Performance Analytics Essentials (On Demand)
  - DevOps Implementation + Course Exam (On Demand)
  - DevOps MicroCert Assessment Simulator

- **ServiceNow Fundamentals** (ILT or On Demand)
- **ServiceNow Platform Implementation** (ILT or On Demand)

- **Implementer**
  - Get Started with Now Create (On Demand)

**Additional Recommended:**
- Navigate DevOps Change Velocity
- Automated Test Framework (ATF) Essentials (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Cloud Provisioning and Governance Fundamentals (3 Day ILT)
- Discovery Fundamentals (3 Day ILT or On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Integration Hub Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)
- Vendor Agnostic DevOps Tools Chain Training ie:
  - Agile 2.0 Fundamentals (On Demand)
  - Azure DevOps Tool Chain
  - Jenkins Training
  - GitHub

*Mainline certification questions are sourced from all courses between the product line selection and the exam*

**Additional Acronyms**
- **ILT**: Instructor-led Training

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Implementer Learning Path

DevOps Config

Select Product Line

- Now Platform
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- SPM

Get Started with Now Create (On Demand)

Configuration Management Database (CMDB) (On Demand)

Common Service Data Model (CSDM) Fundamentals (On Demand)

DevOps Config Fundamentals (On Demand)

DevOps Config Implementation (On Demand) + Exam

DevOps Config Early Adopter Badge

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms

ILT: Instructor-led Training

Additional Recommended:
- DevOps Change Velocity Fundamentals (On Demand)
- Vendor Agnostic DevOps Tool Chain Training. I.e
  - Azure DevOps Tool Chain
  - Jenkins Training
  - GitHub
Implementer Learning Path

Field Service Management (FSM)

- **FSM Fundamentals** (on demand)
- **FSM Implementation** (2-days ILT or On Demand)
  - CIS-FSM Voucher
- **Dynamic Scheduling Fundamentals** (On Demand)
- **Dynamic Scheduling Implementation** (On Demand)

Additional Acronyms
- CIS: Certified Implementation Specialist
- FSM: Field Service Management
- ILT: Instructor-led Training

FSM Related Additional Recommended:
- Link to Recommended Courses

*Mainline certification questions are sourced from all courses between the product line selection and the exam*
Implementer Learning Path

Vendor Risk Management (GRC)

Select Product Line

- Now Platform
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- SPM

ServiceNow Fundamentals (ILT or On Demand)
ServiceNow Platform Implementation (ILT or On Demand)

Implementer

Get Started with Now Create (On Demand)

Vendor Risk Mgmt (VRM) Fundamentals (On Demand)
Vendor Risk Management (VRM) Implementation (2-days ILT or On Demand)
CIS-VRM Test Prep (On Demand)
CIS-VRM Voucher

Ongoing Delta testing

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended:
- Link to Additional Recommended Courses

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Implementer Learning Path

Governance Risk and Compliance (GRC)

Now Learning Path for taking the CIS-RC exam:
- Additional Recommended Courses

Additional recommended:
- Common Service Data Model (CSDM) Fundamentals
- Automated Test Framework (ATF) Essentials
- Knowledge Management Fundamentals
- Performance Analytics (PA) Essentials

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Implementer Learning Path

Human Resources Service Delivery (HRSD)

Select Product Line

- Now Platform
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- SPM

ServiceNow Fundamentals (ILT or On Demand)
ServiceNow Platform Implementation (ILT or On Demand)

Implementer

Get Started with Now Create (On Demand)

Select Product Line

HR Fundamentals (ILT or On Demand)
HR Implementation (ILT or On Demand)
CIS-HR Voucher
Ongoing Delta testing

HRSD Professional
Required to achieve "Professional"
- CIS-HR
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)

Additional Recommended:
- Performance Analytics Fundamentals (2-days ILT)
- Performance Analytics Advanced (2-days ILT)
- Service Portal Fundamentals (ILT or On Demand)
- Localization Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Implementer Learning Path

IT Asset Management (ITAM)

Select Product Line

- Now Platform
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- SPM

Hardware Asset Management (HAM) Fundamentals (3-days ILT or On Demand) CIS-HAM Voucher

Hardware Asset Management (HAM) Fundamentals Simulator

Software Asset Management (SAM) Fundamentals (3-days ILT or On Demand) CIS-SAM Voucher

Software Asset Management (SAM) Implementation Simulator

ServiceNow Fundamentals (ILT or On Demand)

ServiceNow Platform Implementation (ILT or On Demand)

Get Started with Now Create (On Demand)

CIS: Certified Implementation Specialist
ILT: Instructor-led Training
SCCM: Microsoft System Center Configuration Manager

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms:
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training
- SCCM: Microsoft System Center Configuration Manager

Additional Recommended:
- SAM: Integration with SCCM for Reclamation and Distribution (On Demand)
- Discovery Basics for SAM (On Demand)
- Entitlement Import Basics for SAM (On Demand)
- Software Asset Management Getting Started (On Demand)
- Software Asset Management Reconciliation Troubleshooting (On Demand)
- Software Normalization for Software Asset Management (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

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Implementer Learning Path

IT Operations Management (ITOM)

Select Product Line

- Now Platform
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- SPM

- Discovery Fundamentals (3-days ILT OR On Demand)
  - CIS-DF Voucher
  - CIS-Disco
  - Ongoing Delta testing

- Event Management (EM) Fundamentals (2-days ILT OR On Demand)
  - CIS-EM Voucher
  - CIS-EM
  - Ongoing Delta testing

- Service Mapping (SM) Fundamentals (3-days ILT OR On Demand)
  - CIS-SM Voucher
  - CIS-SM
  - Ongoing Delta testing

- Cloud Provisioning and Governance Fundamentals (CPGF) (3-days ILT OR On Demand)
  - CIS-CMF Voucher
  - CIS-CMF
  - Ongoing Delta testing

- CMDB Fundamentals (3-days ILT OR On Demand)
  - CIS-CMF
  - Ongoing Delta testing

- Service Data Model (CSDM) Fundamentals
  - CIS-CMF
  - Ongoing Delta testing

- ServiceNow Subscription Model (On Demand)

Additional Recommended
- Discovery Fundamentals On Demand
- Event Management Fundamentals On Demand
- Service Mapping Fundamentals On Demand
- Cloud Provisioning and Governance Fundamentals On Demand
- CMDB Fundamentals (On Demand or ILT)
- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms
- CIS: Certified Implementation Specialist
- CMDB: Configuration Management Database
- CSDM: Common Service Data Model
- ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Ongoing Delta testing

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Implementer Learning Path

IT Service Management (ITSM)

Select Product Line

- Now Platform
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- SPM

Get Started with Now Create (On Demand)

ServiceNow Fundamentals (ILT or On Demand)

ServiceNow Platform Implementation (ILT or On Demand)

- ITSM Fundamentals (2-days ILT or On Demand)
- ITSM Implementation (3-days ILT or On Demand)
- CIS-ITSM Voucher
- Ongoing Delta testing

ITSM Professional
Required to achieve ‘Professional’
- CIS-ITSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Performance Analytics Micro-cert
- Virtual Agent Fundamentals, Implementation,
  and Natural Language Understanding (On Demand)
- Virtual Agent simulator

Additional Recommended:
- Link to additional recommended courses

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Implementer Learning Path

Now Intelligence

Select Product Line
- Now Platform
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- SPM

Virtual Agent Fundamentals, (On Demand)

Natural Language Understanding (On Demand)

Virtual Agent Integrations (On Demand)

Virtual Agent MC Simulator

KPI Composer Overview (On Demand)

Responsive Dashboards Overview (On Demand)

Performance Analytics Advanced (2-days ILT)

Performance Analytics Widgets (On Demand)

Performance Analytics Essentials (On Demand)

Formula Indicators (On Demand)

PA Implementation Simulator

PA Fundamentals MC Simulator

Hands on practice with the application including implementation experience

CAS-PA Voucher

Formula Indicators (On Demand)

CAS-PA Voucher

Additional Recommended
- Get Started with Reporting
- Introduction to Virtual Agent Lite
- Get Started with KPI Details
- Get Started with KPI Signals
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path

Security Operations (SecOps)

Select Product Line

- Now Platform
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- SPM

Implementer Fundamentals (ILT or On Demand)

ServiceNow Platform Implementation (ILT or On Demand)

Get Started with Now Create (On Demand)

Security Operations Fundamentals (ILT or On Demand)

Vulnerability Response (VR) Implementation (ILT or On Demand) CIS-VR Voucher

Security Incident Response (SIR) Implementation (ILT or On Demand) CIS-SIR Voucher

Additional Recommended

- Automated Test Framework (ATF) Essentials (On Demand)
- Flow Designer Fundamentals (On Demand)
- Integration Hub Essentials (On Demand)
- Mobile Development Essentials (On Demand)
- Service Portal Fundamentals (ILT or On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)
- Now Experience UI Builder Fundamentals (On Demand)
- Configuration Compliance Essentials (On Demand)
- What’s New in the Store for Security Operations (On Demand)

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path

Strategic Portfolio Management (SPM)

Select Product Line

- Now Platform
- BCM
- CSM
- DevOps
- FSM
- GRC
- ITSD
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- SPM

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Get Started with Now Create (On Demand)

Select Now Platform

- ServiceNow Fundamentals (ILT or On Demand)
- ServiceNow Platform Implementation (ILT or On Demand)

Select Product Line

- Agile Development Fundamentals 2.0 (On Demand)
- SAFe Fundamentals (On Demand)
- Hybrid Project Management Series (On Demand)
- Agile Development 2.0 (On Demand)
- SAFe Implementation (On Demand)
- Get Started with APW (On Demand)
- APW Fundamentals (On Demand)
- APW Implementation (On Demand)
- Get Started with Innovation Management for PPM (On Demand)
- PPM Fundamentals (2-days ILT or On Demand)
- PPM Implementation (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- APM Fundamentals (On Demand)
- APM Implementation Simulator
- CIS-PPM Voucher
- APM Implementation Simulator
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- APM Implementation Simulator
- CIS-APM Voucher
- PPM Fundamentals (On Demand)
- PPM Implementation Simulator
- Performance Analytics Essentials (On Demand)
- Performance Analytics Essentials (On Demand)
- Performance Analytics Essentials (On Demand)

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Additional Recommended

- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)
- Investment Funding* (On Demand) *PPM Only
- Hybrid Project Management (On Demand) *PPM Only
- APM Indicators and Scoring (On Demand) *APM Only
- Performance Analytics Essentials *APM Only
- Alignment Planner Workspace Fundamentals *PPM Only
- Alignment Planner Workspace Implementation *PPM Only
- Better Together: Project Portfolio Management and Performance Analytics

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* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms

- APM: Application Portfolio Management
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training
- PPM: Project Portfolio Management

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Implementer

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Get Started with Innovation Management for PPM (On Demand)

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Hybrid Project Management Early Adopter Badge

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CIS-PPM

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Ongoing Delta testing

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CIS-APM

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Ongoing Delta testing
Developer Learning Paths
Developer Learning Path

Citizen Developer

Complete both courses and pass the micro-certification test to receive the **Citizen Developer Core Skills Micro-Certification Suite** badge

**Introduction to App Engine Studio** (On Demand)

**Citizen Developer Application Creator Micro-Certification**

**Flow Designer: Introduction** (On Demand)

**Additional Recommended**
- Flow Designer: Create a Flow
- Introduction to Playbooks & Process Automation Designer (PAD) (On Demand)

Additional Acronyms
ILT: Instructor-led Training
Developer Learning Path

Application Developer (Low/Pro-Code)

- Application Developer (CAD)
- Application Development Fundamentals (ILT or On Demand)
- CAD Voucher
- Automated Test Framework (ATF) Essentials (On Demand)
- ServiceNow Fundamentals (ILT or On Demand)
- Integration Hub Essentials (On Demand)
- Mobile Development Essentials (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (ILT or On Demand)
- Service Portal Advanced (ILT or On Demand)

**Additional Acronyms**
- ILT: Instructor-led Training

*Mainline certification questions are sourced from all courses between the product line selection and the exam.

**Additional Recommended**
- Scripting in ServiceNow Fundamentals (ILT or On Demand)
- Application Development Fundamentals (ILT or On Demand)
- Robotic Process Automation (RPA) Essentials (On Demand)

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Application Specialist Learning Paths
Application Specialist Learning Path

Performance Analytics (PA)

Additional Acronyms
CAS: Certified Application Specialist
ILT: Instructor-led Training

Additional Recommended:
- Get Started with Reporting
- KPI Details Fundamentals
- KPI Signals Fundamentals
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Micro-Certification (MC)

KPI Composer Overview (On Demand)
Performance Analytics (On Demand)
Performance Analytics Essentials (On Demand)
Performance Analytics Fundamentals (2-days ILT)
Responsive Dashboards Overview (On Demand)
Performance Analytics Advanced (2-days ILT) CAS-PA Voucher
Formula Indicators (On Demand)
PA Implementation Simulator

Hands on practice with the application including Implementation experience

Certified Application Specialist (CAS-PA)

Ongoing Delta testing

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Application Specialist Learning Path

Service Portal

Additional Acronyms
ILT: Instructor-led Training

Additional Recommended
• Enabling Syntax Editor Macros in the Widget Editor (On Demand)